



Vanderbilt Medical Center

## Credo

We provide excellence in healthcare, research and education.

We treat others as we wish to be treated.

We continuously evaluate and improve our performance.

## Credo Behaviors

### **I make those I serve my highest priority:**

- promote the health and well being of all patients who seek care at Vanderbilt
- support trainees in all of their academic endeavors
- respect colleagues and those we serve who differ by gender, race, religion, culture, national origin, mental and physical abilities and sexual orientation and treat them with dignity, respect and compassion
- recognize that every member of the Vanderbilt team makes important contributions
- ensure that all team members understand overall team goals and their roles
- answer questions posed by patients, students or staff to ensure understanding and facilitate learning

### **I respect privacy and confidentiality:**

- only engage in conversations regarding patients according to Vanderbilt policies and regulatory requirements
- discuss confidential matters in a private area
- keep written/electronic information out of the view of others
- knock prior to entering a patient's room, identify myself, and ask permission to enter
- utilize doors/curtains/blankets as appropriate to ensure privacy and explain to the patient why I am doing this, ask permission prior to removing garments or blankets

### **I communicate effectively:**

- introduce myself to patients/families/visitors, colleagues
- wear my ID badge where it can be easily seen
- smile, make eye contact, greet others, and speak in ways that are easily understood and show concern and interest; actively listen
- recognize that body language and tone of voice are important parts of communication
- listen and respond to dissatisfied patients, families, visitors and/or colleagues
- remain calm when confronted with or responding to pressure situations

### **I conduct myself professionally:**

- recognize the increasing diversity of our community and broaden my knowledge of the cultures of the individuals we serve
- adhere to department and medical center policies such as smoking, attendance and dress code
- refrain from loud talk and excessive noises - a quiet environment is important to heal, learn and work
- discuss internal issues only with those who need to know and refrain from criticizing Vanderbilt in the workplace and in the community
- continue to learn and seek new knowledge to enhance my skills and ability to serve
- strive to maintain personal well-being and balance of work and personal life

### **I have a sense of ownership:**

- take any concern (real, perceived, big, or small) seriously and seek resolution or understanding - ask for help if the concern is beyond ability or scope of authority
- approach those who appear to need help or be lost and assist/direct them appropriately
- clean up litter, debris and spills promptly or notify the best resource to keep the medical center environment clean and safe
- remain conscious of the enormous cost of health care, teaching and research and optimize resources while delivering exemplary service

### **I am committed to my colleagues:**

- treat colleagues with dignity, respect and compassion; value and respect differences in background, experience, culture, religion, and ethnicity
- contribute to my work group in positive ways and continuously support the efforts of others
- view all colleagues as equally important members of the Vanderbilt team, regardless of job, role or title
- promote interdepartmental cooperation
- recognize and encourage positive behaviors
- provide private constructive feedback for inappropriate behaviors

It's who  
we are.